

# ***HEALTH BENEFITS E-NEWS***

*Department of Human Resource Management  
Office of Health Benefits*

*September 1, 2005*

## ***FBMC Restores Phone Service in Aftermath of Hurricane Katrina***

Fringe Benefits Management Company (FBMC) has restored its toll-free customer service telephone line for the Commonwealth and other customers following the loss of two-thirds of its phone line capacity in the wake of Hurricane Katrina. The lines were lost on Monday, Aug. 29 when a Sprint Corporation switch in New Orleans suffered water damage. FBMC was able to reroute its primary Customer Service number, 1-800-342-8017, and has been able to maintain operations and service levels in spite of reduced phone capacity. All of FBMC's Web and IVR Customer functions are operating. FBMC is the administrator for the Commonwealth's Flexible Benefits, including Flexible Reimbursement Accounts.

## ***Wake Forest Baptist Medical Center To Leave Anthem Provider Network***

Effective today, Wake Forest Baptist Medical Center in North Carolina no longer participates in the Anthem provider network as a hospital facility due to service area definitions outlined by the Blue Cross and Blue Shield Association. COVA Care plan members may go to Baptist Hospital, but except in the case of an emergency, will now pay the full price for inpatient and outpatient hospital services unless they have the out-of-network benefit option. COVA Care members will still have in-network coverage through Anthem in Virginia or the Blue Card network for participating physician services at this facility.

As an alternative, COVA Care members may go to hospitals in Martinsville, Danville and Roanoke that participate with the Anthem network. A list of Anthem participating hospitals in the area may be found on the Anthem Web site at [www.anthem.com](http://www.anthem.com).

## ***Disease Management Program Will Include Metabolic Syndrome***

Beginning October 1, the Commonwealth's *Anthem Better Prepared*<sup>sm</sup> disease management program will include metabolic syndrome among the chronic conditions it addresses. A Benefits Administrator memo (#05-11) was distributed by e-mail on Monday, August 29. A postcard mailing is being sent through October to those COVA Care members who meet the specific criteria of being at risk for high blood pressure, high cholesterol and obesity. The memo will be posted soon on the DHRM Web site at [www.dhrm.virginia.gov](http://www.dhrm.virginia.gov). A poster is attached for your use with employees at your agency.

## ***More than 100 Benefits Administrators Complete Open Enrollment Survey***

The recent Zoomerang survey on 2005 Open Enrollment generated a response rate of 34 percent. Almost 200 Benefits Administrators and Managers clicked on the link provided by e-mail and more than 100 completed the survey. As promised, a summary of results is attached. Thanks to all who participated and provided feedback. The Office of Health Benefits will consider your input as we move forward with planning for 2006 Open Enrollment for health and flexible benefits.

### ***Link to the DHRM Web Site for Employee Benefits***

Many agency Web sites link to jobs-related information for their employees. But where do your employees receive information on the Web about their health benefits, flexible reimbursement accounts, leaves of absence, holidays, wellness program or long-term care insurance? Consider posting the DHRM Web site link ([www.dhrm.virginia.gov](http://www.dhrm.virginia.gov)) on your agency's Web or Intranet site, perhaps as a link called "State Human Resources". Have employees visit the Compensation and Benefits page for a variety of benefits information that is listed alphabetically, from a Benefits Summary to Telecommuting. Address any questions you may have to [hbp@dhrm.virginia.gov](mailto:hbp@dhrm.virginia.gov).